

EMERGENCY COMMUNICATIONS SPECIALIST - I

NON-EXEMPT

SALARY LEVEL: Grade 13

PREPARED BY: Anne Lewis

APPROVED BY:

JOB CODE: 625

DATE: 03/27/02

SUMMARY: Performs routine technical work on an assigned shift dispatching police and fire equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under immediate supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions. Other duties may also be assigned.

- Receives requests for calls for Police, Fire and Rescue assistance, emergency and non-emergency, determines nature of the call, the location of the call and dispatches the appropriate personnel and equipment.
- Provides pre-arrival instructions for Fire and Rescue medical calls.
- Dispatches other City department personnel and equipment as requested for the City Public Works Department, Utilities Department, Services and Magistrates.
- Monitors teletype traffic, sends teletype messages and maintains the required logs.
- Answers incoming non-emergency phone lines for transfer within the department or recording messages as necessary.
- Performs various data entry duties.

QUALIFICATION REQUIREMENTS:

Education and/or Experience: Any combination of education and experience equivalent to a High School diploma or General Education Degree (GED) and attendance at a two week formal training school.

Certificates, Licenses, Registrations: Ability to obtain State Dispatcher Certification and certified as NCIC/VCIN Operator. Ability to obtain certificates in CPR and Emergency Medical Dispatch within two years.

Language Skills: Ability to read, speak and communicate effectively using correct English.

Other Knowledge, Skills and Abilities: Some knowledge of the methods of operating the communication systems. Some knowledge of radio terminology system and teletype procedures. Some knowledge of the geography of the City and County and location of major landmarks. Ability to touch-type at a reasonable rate of speed, with accuracy being essential. Ability to speak distinctly. Ability to hear. Ability to deal with the public under stressful conditions. Ability to operate all communication consoles and computer terminals.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Required Physical Activities: Walking, talking, stooping, bending, sitting, reaching and gripping.

Vision Requirements: Specific vision abilities required by this job include close vision and the ability to adjust focus.

Environmental Conditions: Work is conducted indoors under controlled temperatures. Must be able to function under stressful conditions of workload and emergencies.

EQUIPMENT ESSENTIAL TO DO THE JOB: Telephones, radio control central consoles, computers, computer terminals, maps, teletypes, typewriters, recorder, alarm equipment, intercom and visual aid training equipment.

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EMERGENCY COMMUNICATIONS SPECIALIST - II

NON-EXEMPT

SALARY LEVEL: Grade 15

PREPARED BY: Anne Lewis

APPROVED BY:

JOB CODE: 627

DATE: 03/27/02

SUMMARY: Performs routine technical work on an assigned shift dispatching police and fire equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under general supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions. Other duties may also be assigned.

- Receives requests for calls for Police, Fire and Rescue assistance, emergency and non-emergency, determines nature of the call, the location of the call and dispatches the appropriate personnel and equipment.
- Provides pre-arrival instructions for Fire and Rescue medical calls.
- Dispatches other City department personnel and equipment as requested for the City Public Works Department, Utilities Department, Services and Magistrates.
- Monitors teletype traffic, sends teletype messages and maintains the required logs.
- Answers incoming non-emergency phone lines for transfer within the department or recording messages as necessary.
- Performs various data entry duties.

QUALIFICATION REQUIREMENTS:

Education and/or Experience: Any combination of education and experience equivalent to a High School diploma or General Education Degree (GED) and attendance at a two week formal training school. Two years minimum experience as Emergency Communications Specialist I required.

Certificates, Licenses, Registrations: State Dispatcher Certification and certified as NCIC/VCIN Operator. Certificates in CPR and Emergency Medical Dispatch.

Language Skills: Ability to read, speak and communicate effectively using correct English.

Other Knowledge, Skills and Abilities: General knowledge of the methods of operating the communication systems. General knowledge of radio terminology system and teletype procedures. Some knowledge of the geography of the City and County and location of major landmarks. Ability to touch-type at a reasonable rate of speed, with accuracy being essential. Ability to speak distinctly. Ability to hear. Ability to deal with the public under stressful conditions. Ability to operate all communication consoles and computer terminals.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Required Physical Activities: Walking, talking, stooping, bending, sitting, reaching and gripping.

Vision Requirements: Specific vision abilities required by this job include close vision and the ability to adjust focus.

Environmental Conditions: Work is conducted indoors under controlled temperatures. Must be able to function under stressful conditions of workload and emergencies.

EQUIPMENT ESSENTIAL TO DO THE JOB: Telephones, radio control central consoles, computers, computer terminals, maps, teletypes, typewriters, recorder, alarm equipment, intercom and visual aid training equipment.

EMERGENCY COMMUNICATIONS SPECIALIST - III

NON-EXEMPT

SALARY LEVEL: Grade 16

PREPARED BY: Anne Lewis

APPROVED BY:

JOB CODE: 629

DATE: 03/27/02

SUMMARY: Performs routine technical work on an assigned shift dispatching police and fire equipment and personnel usually in response to emergency situations; does related work as required. Work is performed under general supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions. Other duties may also be assigned.

- Receives requests for calls for Police, Fire and Rescue assistance, emergency and non-emergency, determines nature of the call, the location of the call and dispatches the appropriate personnel and equipment.
- Provides pre-arrival instructions for Fire and Rescue medical calls.
- Dispatches other City department personnel and equipment as requested for the City Public Works Department, Utilities Department, Services and Magistrates.
- Monitors teletype traffic, sends teletype messages and maintains the required logs.
- Answers incoming non-emergency phone lines for transfer within the department or recording messages as necessary.
- Performs various data entry duties.

QUALIFICATION REQUIREMENTS:

Education and/or Experience: Any combination of education and experience equivalent to a High School diploma or General Education Degree (GED) and attendance at a two week formal training school. Two years experience as Emergency Communications Specialist I and two years experience as Emergency Communications Specialist II minimum experience required.

Certificates, Licenses, Registrations: State Dispatcher Certification and certified as NCIC/VCIN Operator; Certificates in CPR and Emergency Medical Dispatch. Successful completion of APCO Communications Training Officer course.

Language Skills: Ability to read, speak and communicate effectively using correct English.

Other Knowledge, Skills and Abilities: General knowledge of the methods of operating the communication systems. General knowledge of radio terminology system and teletype procedures. Some knowledge of the geography of the City and County and location of major landmarks. Ability to touch-type at a reasonable rate of speed, with accuracy being essential. Ability to speak distinctly. Ability to hear. Ability to deal with the public under stressful conditions. Ability to operate all communication consoles and computer terminals.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Required Physical Activities: Walking, talking, stooping, bending, sitting, reaching and gripping.

Vision Requirements: Specific vision abilities required by this job include close vision and the ability to adjust focus.

Environmental Conditions: Work is conducted indoors under controlled temperatures. Must be able to function under stressful conditions of workload and emergencies.

EQUIPMENT ESSENTIAL TO DO THE JOB: Telephones, radio control central consoles, computers, computer terminals, maps, teletypes, typewriters, recorder, alarm equipment, intercom and visual aid training equipment.